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NON-WORKING STREET LIGHTS CAN BE REPORTED IN SEVERAL WAYS

SCHENECTADY– Street lights are an important community asset for safety and security. National Grid and the City of Schenectady maintain many streetlights within the area. When bulbs wear out or equipment is damaged, community members can report them to National Grid or the City of Schenectady so that the bulb can be changed or equipment fixed as quickly as possible.

Anyone who observes a damaged or non-functioning street light can report it in several ways, including: Calling the National Grid Customer Service Center at 1-800-932-0301 24 hours a day, seven days a week; reporting it through the National Grid web site at www.nationalgrid.com, selecting “New York”, then “Your Account” at top of page, then selecting “Street Lighting” at bottom left corner and completing the “Street Light Repair” form and submitting it; or by contacting the City of Schenectady at 382-5000.

“The city would like to work with ACORN and any other organization and residents of the City to improve the reporting system of lights that are out in the City of Schenectady. Residents can call the Mayor’s office and give the street and the pole number. It is important that you give the pole number when reporting the outages, along with the street that it is on. The Mayor’s office will make sure it gets to the appropriate National Grid officials. It usually takes less than a week for National Grid to respond if it is just a light that is out,” explained Mayor Brian U. Stratton.

Having the pole number and street name will help crews locate the light. Silver pole numbers are mounted on the pole just above eye level. If you cannot find a pole number, simply provide the nearest house number and street name.

Typically, National Grid allows 2-5 days for simple bulb replacements for non-working street lights. Sometimes these repairs can take longer depending on other types of damage to the equipment.